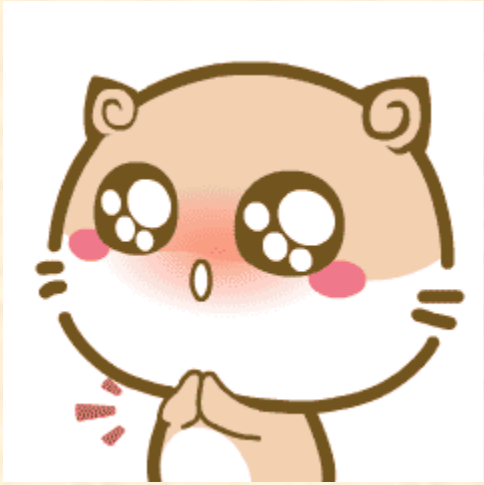

# Frustration & Conflicts

By

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# Definition

- Frustration is the condition of being upset in the satisfaction of a motive- Carroll(1967)

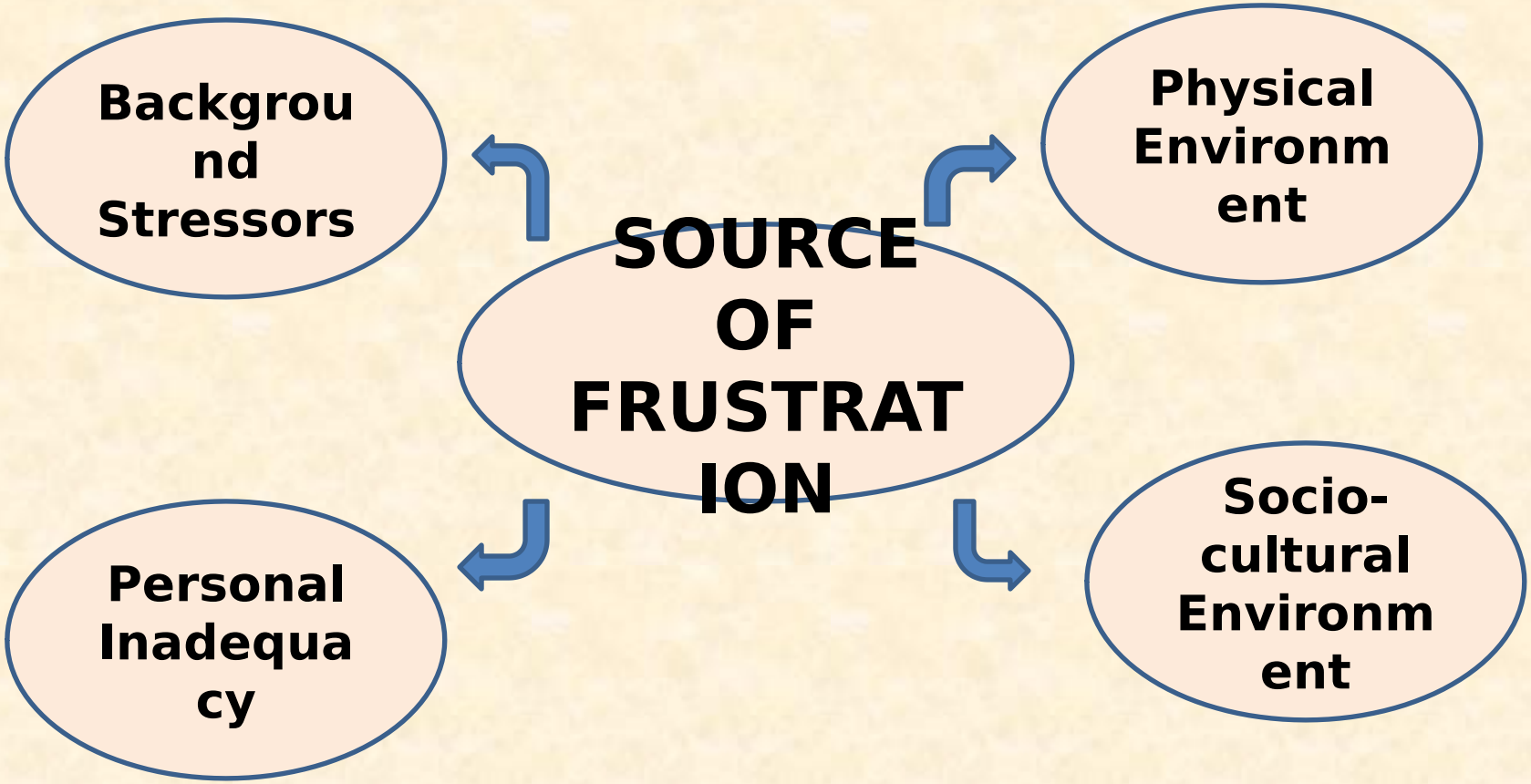
# Frustration

- Man’s behavior is motivated and goal-directed. Most of his behaviors are even considered as a quests or strivings for the satisfaction of a large variety of motives.
- Sometimes, however, he experiences some problems, obstacles and hindrances along the way. In cases like these, he becomes frustrated.
- **Frustration** refers to the denial or upsetting of a goal-directed behavior. Thus, if we want something and cannot have it, we experience frustration.

# Sources of Frustration

- There are many reasons why the realization of our goals does not materialize. Once the goal is blocked, it is important that we identify the likely source of frustration.
- Better understanding of the forerunner conditions that precede the occurrence of a frustrating event gives us a better view of the likely coping strategy we are to employ

# Sources of Frustration



# Physical Environment

- The physical environment is a major source of frustration. In it operates forces or events we cannot personally control, but otherwise affect our very lives.
- Events such as war, natural calamities, weather disturbances and food shortages are events in the environment that inevitability causes frustration.
- A volcanic eruption can have an adverse effect one’s livestock business and other sources of living. A garden wedding a prospective couple dreamt for years may be messed up by a single physical event they can’t control – rain

# Socio-cultural Environment

- This pertains to the factors in the socio-cultural environment, like customs, traditions and laws, which impose restrictions on man’s behavior and actions, hence, turn someone frustrated.
- This frustration is experienced by a man who can’t marry someone he loves but belongs to another religion

# Personal Inadequacy

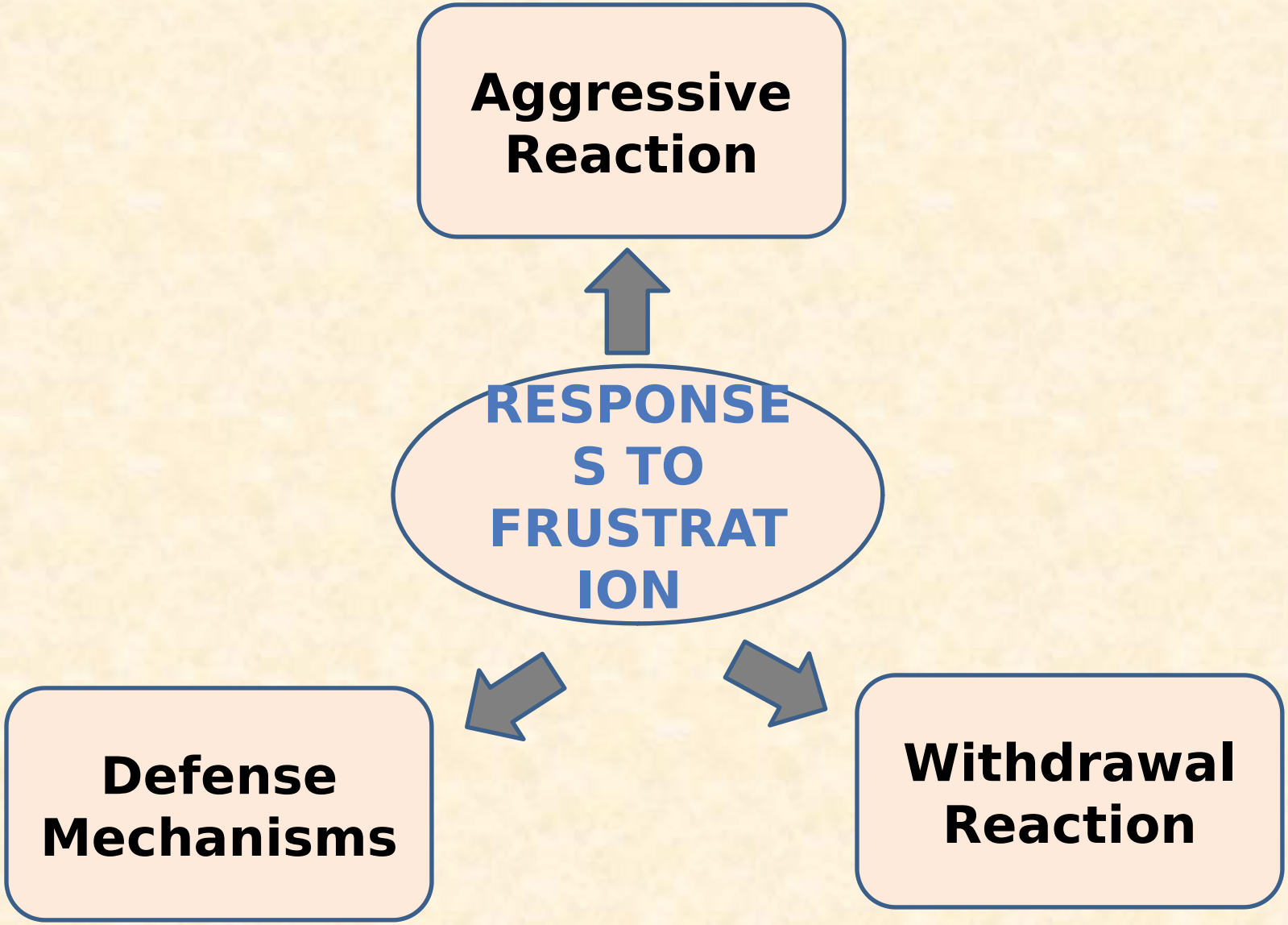
- Whether imagined or real, personal inadequacy prevents a person from meeting a need for self-esteem or a need to attain goals.
- The feeling of inferiority is an imagined sense of personal inadequacy that may come in form of personal handicaps, like blindness or inferior intelligence.
- internal or personal problems, Physical defeat and abnormality, Mental deficiency, Conflicting desires, Moral values and High level of aspiration

# Background Stressors

- These are minor irritations we experience everyday. Daily irritates may not require much of coping but they may pile up into very strong stressors.
- Daily traffic, noisy neighborhood and long daily travels are some examples

# Responses to Frustration

- A stressful circumstance could be eased when a person successfully copes with it. Despite the fact that we cannot prevent daily irritates and adverse life events from affecting us, it is comforting, however, to know that we human beings are endowed with resources and response patterns that allow us to cope effectively.
- These patterns are collectively known as **coping mechanisms,** the adjustment efforts that an individual makes in order to reduce the tension that goes with frustration (Sartain, 1983).
- There are three major categories of coping mechanisms: **aggressive reaction, withdrawal reaction** and **defense mechanisms.**


Aggressive Reaction
RESPONSES TO FRUSTRATION
Defense Mechanisms
Withdrawal Reaction

# Aggressive Reaction

- Aggressive reaction is considered a fight response to frustration. Whenever a person's effort to reach a goal is blocked, an aggressive drive is produced. This drive, in turn, precipitates an action to injure the object – or the person – causing the frustration (Frustration – Aggression Hypothesis in Atkinson, et. al. 1993).
- As an overt expression of frustrations, aggression can either be directed at the source of frustration or displaced.
- When displaced, the aggressive tendency is diverted at "innocent" persons or objects. Thus, an upset person may displace his anger by breaking a window than hit someone who caused his frustration.

# Withdrawal Reaction

- As a form of coping mechanism, withdrawal reaction is an avoidant response characterized by a diversion of attention and memory of frustrating and traumatic experiences.
- This is considered a “flight mechanism” wherein an individual retreats from the source of frustration.
- Common withdrawal reactions are daydreaming, fantasy, apathy(Aversion) and Stereotyped behavior(fixed).

# Defense Mechanisms

- These are the unconscious strategies or “psychological crutches” people use in dealing with conflicts and negative feelings. They involve some elements of “self-deception” as they don’t really solve problems; they simply change the way the person perceives or thinks about the current situation.

# Conflict

- Stimuli not only overload us; they also serve as source of conflict. Conflict is a “built-in” frustration that occurs when we are confronted by two or more incompatible stimuli.
- contradictory
- A stage of tension brought by the presence in the individual of two or more opposing desires.
- State of affairs in which two or more incompatible behavior trends are evoked that cannot be satisfied fully at the same time
- Conflict is usually a clash of motives.

# TYPES OF CONFLICT

**A. CLASSIFICATION ACCORDING TO SOURCE:**

1. Interpersonal
2. The Conflict between a person and his environment
3. Intrapersonal

**B.CLASSIFICATION ACCORDING TO GOALS**:

1. Approach – Approach Conflict
2. An Avoidance – Avoidance conflict
3. An Approach – Avoidance Conflict
4. Double Approach – Avoidance Conflict

# CLASSIFICATION ACCORDING TO SOURCE

## 1.INTERPERSONAL CONFLICT:

This type of conflict is quite common and can be a potent source of frustration.

Example: Conflict with Parents and children

Conflict between Employer and Employee.

Conflict between majority and minority groups

## 2. CONFLICT BETWEEN A PERSON AND HIS ENVIRONMENT:

- By environment, we mean natural and artificial acts and events which people are powerless to prevent such as floods, droughts, earthquakes, fire, contagious disease, wars.
- Conflict depends on the attitude of the person.
- Some people struggle against these situations.

**3. INTRAPERSONAL CONFLICT**:

The conflict within a person, of motives, desires and impulses, is called internal conflict.

# Types of conflict

- There are four major types of conflict: **approach-approach, avoidance-avoidance, approach-avoidance, and multiple approach-avoidance**

# Approach-Approach Conflict

- This conflict occurs when a choice is forcibly made between two simultaneously attractive stimuli or circumstances. This is the least stressful of the four types of conflict because either one of the choices leads to positive result. Should you go out with the star player of the basketball team of your school or the star player of the football team? Will you go for an ice cream or a cake?

Goal 1--------Person --------Goal 2

# Avoidance-Avoidance Conflict

- When a choice is forcibly made to avoid two simultaneously negative or aversive stimuli or circumstances, avoidance-avoidance conflict occurs. The individual wants to avoid both, but in any case, he can avoid only one. This conflict is definitely more stressful than having to choose between two attractive choices. In many instances, an avoidance situation is left unresolved until the last possible moment. For instance, a student goes through the difficulty and stress of preparing for a report or may choose not to show up in the class but get a grace of zero.

Goal1------Person------Goal2

# Approach-Avoidance Conflict

- This conflict involves a single stimulus or circumstance that has both positive and negative characteristics. Life is full of approach-avoidance situations, and they can be highly stressful. In these circumstances, much thinking and evaluation of consequences is required before a decision is made. This dilemma is experienced by a person who is simultaneously attracted to the prospects of marriage but entertains reservation over his capacity for a serious family responsibility. A double chocolate delight would be sumptuous, but it is worth the extra pound of weight.

Attracted by Goal1------Person------ Repelled by Goal2

# Multiple Approach-Avoidance Conflict

- This conflict results when several factors, each one having own advantages and disadvantages, simultaneously confront a person. The number of alternatives complicates the situation, especially if the alternatives relate to our innermost needs or motives. The decision to work abroad induces this type of conflict. Push factors, like economic rewards, opportunity to travel, and a prospect for prestige attainment, are simultaneously confronted vis-à-vis such hindering factors, like the imagined loneliness, adjustment to new culture, and the risk of racial discrimination.

# DOUBLE APPROACH AND AVOIDANCE CONFLICT

- In real life, we frequently have to choose between two or more goals, each of which has both attracting and repelling aspects.
- **Example**: Choosing a house in the suburbs will mean that we can free from pollution, but have to travel more to reach city. Choosing a house in city, wee may buy a small house and may not be suit for growing family.

# UNCONSCIOUS CONFLICTS

Freud believed that human conflict comes from inner turmoil between the 3 dynamic aspects of the human psyche- Id, Ego and Super ego

1. Id- Consists of Primitive impulses, such as aggression and sex
2. Ego-represents our conscious intelligence, the sense of reality, our reason and discretion.
3. Superego- chief force that makes for the socialisation of individual, acts on moral principles.

Most of our emotional disorders are due to

# SOURCES OF CONFLICT

1.HOME ENVIRONMENT:

- Faulty upbringing, unhealthy or unpleasant relationship.
- Over protection, dominance and Negligence
- Uncongenial and unsuitable environment

2. SCHOOL ENVIROONMENT:

- Uncongenial school or college environment
- dominant and submissive role of the teachers
- Faulty methods of teaching, denial of opportunities.

## 3.OCCUPATIONAL ENVIRONMENT:

-For many adults, their occupational environment proves a source of conflict.

- The uncongenial and improper working environment, dissatisfaction with the working conditions and career fulfilment, unsatisfactory relationship among colleagues or with authorities.

- dissatisfaction with wages and salary,

- lack of security in old age

## 4.SOCIAL AND CULTURAL ENVIRONMENT:

-Social values and cultural environment may also prove a potential source of conflicts.

**Example :** Conflicts related to sex (the taboos, inhibitions) and the negative attitude towards sex are the causes of sexual conflict.

# CONFLICT RESOLUTION

- Conflict resolution is a process of ending disagreement between two or more people in a constructive fashion for all parties involved.
- It is one of the emotional intelligence.

# STYLES OF CONFLICT RESOLUTION

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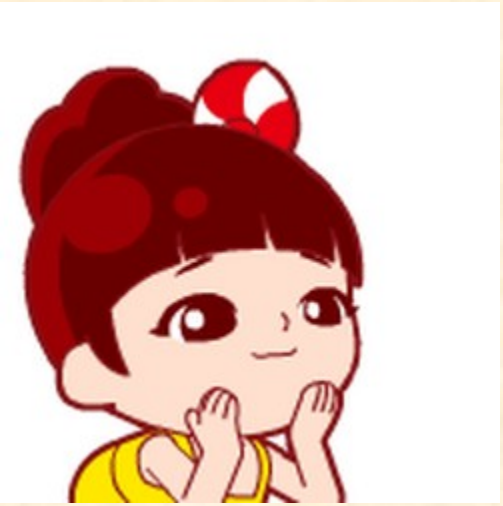


## 1.COMPETITIVE:

-Aggressive communication, low regard for relationship.

**Uses:**

when there is any emergency or need of quick decision is required.

**2.AVOIDING:**

Delegating controversial decisions, accepting default decisions.

**Uses:**

When the issue is not very important, when some more time is needed.

**3.COMPROMISING:**

Give and take of resources and splitting the difference between the 2 positions.

**Uses:**

It is useful when other styles fail

**4. COLLABORATING:**

Working towards a common goal for mutual satisfaction.

**Uses:**

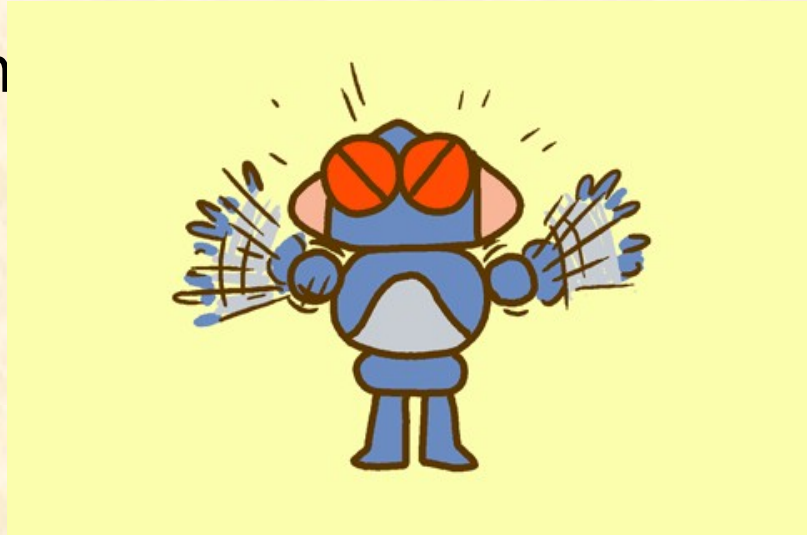
when a variety of view points are needed to reach a solution.

**5. ACCOMODATING:**

Maintaining the relationship is needed.

**Uses:**

When harm an winning.



# METHODS OF CONFLICT RESOLUTION

**1.WIN -LOSE APPROACH:**

Typically one decides the solution and persuades the other person to agree using aggressive or authoritarian techniques.

**2.LOSE –LOSE APPROACH**:

In this neither party is happy with its out come. Both parties do not look into each other's feelings and the issue is never resolved.

**3. WIN- WIN APPROACH:**

- Here the conflict is resolved, and no one is declared the winner or the loser.

- Both look for solutions and carefully evaluate options and decide on an outcome that is mutually acceptable.

# Bravo

# WELL DONE